



# Devon's Perfect Paws



## TERMS AND CONDITIONS OF SERVICE

### Devon's Perfect Paws

1. The following Terms and Conditions will apply to all service offered by Devon's Perfect Paws referred to in this document as DPP. All services offered will be agreed with the client in advance of any services commencing.
2. DPP will take every care to ensure that every dog receives the best possible care and attention while under their supervision. However the owner leaves his/her dog(s) in the care of DPP entirely at his/her own risk. DPP cannot accept liability for injury or illness however caused while under their care. Any insurance necessary is the responsibility of the owner.
3. All dogs must be vaccinated against Distemper, Parvo, Parainfluenza, Hepatitis, Leptospirosis and Kennel Cough. All vaccination documents must be presented at least three days before DPP undertake any agreed work. DPP reserve the right to cancel any bookings if vaccination cannot be verified.
4. All dogs will be kept on a lead unless in a confined fence area. At the request of the owner, dogs can be allowed off their lead for their exercise. In these circumstances DPP can accept no liability as above. All dogs are required to wear a collar with an information tag. Whilst in the care of DPP all dogs will wear a DPP identification tag detailing DPP contact details, this will be in addition to any owner identification tags.
5. It is the responsibility of the owner to inform DPP about any aversion his/her dog may have to both other breeds of dog and to other animals. Additionally the owner must notify DPP of any fears or behavioural problems that his/her dog may have, for example, being aggressive towards people or other animals or running off. DPP will endeavour to accommodate any specific handling requirements that dogs may have provided they are notified of these in advance. DPP reserve the right to cancel any bookings where dogs are showing signs of contagious illness or aggression. The owner must inform DPP if his dog is female and in season (on heat).
6. DPP will assume that all dogs are in good health. The owner must inform DPP about any medical condition that may affect his dog, for example any allergies or if they have a sensitive stomach. Any medication to be administered to dogs must have full instructions attached. The administration of the medicine by DPP will be entirely at the owner's risk. DPP will not accept liability for medical administration and will administer only in accordance with the instructions given by the owner.
7. If at any time DPP believe that any dog in its care requires veterinary treatment the owner will be contacted as soon as possible. In the unlikely event that the owner cannot be contacted DPP reserve the right to call a veterinary surgeon and act upon his or her advice. In such cases the owner will be liable for all veterinary bills. DPP will not be liable for costs incurred if the owner disagrees with the decision that DPP have taken. It is the responsibility of the owner to notify DPP of any veterinary surgeon he wishes to nominate to act on his behalf.
8. DPP will only accept instructions from the owner, as detailed below. Any third party with authority to act on the owner's behalf must be indicated.
9. DPP may require a set of keys to the premises, which will be retained until the end of the period of the contract. All client keys will be kept in a secure location.
10. DPP will not be liable for the damage or loss of any items unless it is through their own negligence.
11. All fees are payable seven days in advance. If a regular agreement is in existence, the payment frequency must be agreed upon seven days in advance. For fees please refer to DPP's current price list. All fees are inclusive of VAT. Interest on overdue invoices shall accrue from the day when payment becomes due from day to day until the date of payment at a rate of 1% above The Bank of England's base rate. DPP reserve the right to review their fees from time to time.
12. By signing the Client Profile Form the owner confirms that he/she has read and understands these Terms and Conditions and agrees to be bound by the Terms and Conditions above. The contract is governed by English Law.